

Volunteer Role Description

ROLE: **Administration Assistant Volunteer**

ROLE PURPOSE: To provide administrative support

ACCOUNTABLE TO: Appropriate Department manager

TASKS AND ACTIVITIES

1. Telephone – answering, message taking & making calls
2. Photocopying and printing documents
3. Computer literacy including: Microsoft Word – letter writing, creating forms, mail merge & organising folders. Microsoft Excel – maintaining databases and spreadsheets
4. Email – compose and respond to emails, organise email folders
5. Updating spreadsheets
6. Organise, maintain & update filing systems
7. Using a laminator
8. To understand the importance of confidentiality within the workplace
9. To undergo appropriate training as required

The tasks and activities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

The role description is intended to clarify the tasks and activities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.

Volunteer Person Specification

SKILLS AND EXPERIENCE

Essential

1. Administration experience
2. Computer literate
3. Excellent verbal & written communication
4. Understanding of the importance of confidentiality
5. Attention to detail and accuracy
6. Organisational skills
7. Confidence using a phone and talking to people on the phone
8. Previous experience of using photocopiers

Desirable

1. Understanding of older peoples experiences
2. Willing to learn and develop skills

Working Pattern: The number of days and hours will be negotiated between the volunteer and line manager/supervisor.

What we offer:

- The chance to be part of an exciting team who will support and develop you with on going training
- The opportunity to be involved with outings with our service users
- The chance to make a real contribution to Age UK Leicester Shire and Rutland's work
- Paid travel expenses

A volunteer is someone who provides **unpaid** support to
Age UK Leicester Shire & Rutland